



## **Police Assistant Program FAQ**

### **Why does the Library have Police Assistants?**

This is a joint program between the City of Mountain View Police Department and the Library. There are two main goals, one is to provide security in the Library and another is to provide outreach services to the community on behalf of the Police Department.

### **What do the Police Assistants do?**

Police Assistants make sure the Library Behavior Policy is followed and also act as a liaison between the Library and Police Department should a crime occur. They make rounds, assist staff when problems arise and contact the Police Department if required. In addition, they answer customer questions about the Police Department and its programs, sometimes sitting at a table in the lobby to answer questions. They also provide crime prevention tips to parents and children. Every Saturday afternoon a Police Assistant reads stories to children in front of the Library.

### **Are the Police Assistants actual Police Officers?**

No. They have received basic training from the Police Department in regards to handling situations, but they are not sworn officers, have no peace officer powers as granted by the state of California to sworn officers and they do not make arrests. They also do not carry any weapons. If a sworn Police officer is needed at the Library, the Police Assistants will request one.

### **Can I report a crime to a Library Police Assistant?**

If you have an emergency or are witnessing a crime in action, you should call 9-1-1 from any phone or your cell phone and/or notify any staff member, including Police Assistants. If you are interested in reporting a crime that already occurred pertaining to the Library, you should contact a Police Assistant. If you are interested in reporting a crime that occurred somewhere other than on Library property, you should call the Police Department to report the crime at (650) 903-6395.

### **If I have a question, comment or complaint about a Police Assistant, should I contact the Library or the Police department?**

You should first contact the Library.

**Do Police Assistants write parking citations?**

No, but Police Assistants often request police officers to respond to the Library to write parking tickets. In the future, Police Assistants will be able to issue warnings to people who violate parking laws.

**Can Police Assistants help me find a book or other media in the Library?**

Police Assistants can help you with basic Library information, but you should ask a Librarian or other Library staff member for assistance when you are looking for something specific.

**Can a Library Police Assistant ask me to leave the Library?**

Library Police Assistants are tasked with enforcing all of the Library rules, including the Library Behavior Policy. Police Assistants have the right to remove customers who refuse to follow any Library rule.

**I am interested in becoming a Library Police Assistant. Are there any openings?**

You should contact Liz Wylie at (650) 903-6357 to see if there are any openings. Library Police Assistants must be at least 18 years-old and possess a valid CA driver's license. The Police Department encourages people who are interested in becoming police officers to apply. Police Assistants generally work 12-16 hours per week.